



IOWA VOCATIONAL REHABILITATION SERVICES

JOB CANDIDATE INFORMATIONAL HANDBOOK

Finding Solutions – Generating Success

February, 2014

Mission

The mission of Iowa Vocational Rehabilitation Services (IVRS) is to work for and with individuals who have disabilities to achieve their employment, independence and economic goals.

Vision

Making a positive difference for every person, one person at a time.

Guiding Principles

- We are responsive to the unique needs and goals identified by individuals with disabilities.
- We demonstrate teamwork and cooperation among staff, customers and partners.
- We operate with trust and integrity.
- We demonstrate compassion and respect for all people.
- We value continued improvement and learning.
- We openly communicate with clarity and consideration.
- We are results driven.

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Introduction

If you are a person with a disability that creates barriers for you in finding, obtaining, or keeping a job, Iowa Vocational Rehabilitation Services (IVRS) can assist you. IVRS is an agency that can help you obtain your employment goal, after you have been determined eligible for services.

As a job candidate of IVRS, you are assigned a counselor who will work with you to design a rehabilitation program that will be tailored to your unique capabilities, strengths, interests, and resources so that you can become employed. IVRS staff will collaborate with you to help you understand what employment opportunities are available given your unique circumstances and the community in which you want to work. Together you will develop an employment plan that lists all the services you require to achieve your goal.

The most important person in this process is you. IVRS staff are trained to work with you toward your employment goal, informing you of the services that IVRS can provide and directing you to other agencies for additional services and resources you may need.

As a job candidate of IVRS services, you will work with a team of professionals comprised of a counselor, a supervisor, and rehabilitation associate or rehabilitation support staff. All of these individuals are focused on helping you achieve your job goal. Any of the individuals on your team can answer your questions or work to make the necessary service arrangements detailed on your employment plan.

It is important to understand that your counselor may work with you to explore different alternatives and options. You and your counselor work together in a collaborative partnership. It is important that you are an active participant; communicating and implementing activities that result in your job goal. This might mean that there are times when your counselor tells you something that you would prefer to not hear. When this happens, you should share what you think about the suggestion so that together you and your counselor can gain understanding and develop strategies that will help you change your employment situation. While it will be hard work to achieve your employment goal, it will be worth it in the end.

IVRS is here to help you find and keep a job. You might be interested in pursuing different employment goals at the same time, and IVRS encourages you to expand your horizons. However, IVRS will only financially participate in one employment goal. Once you obtain the job and earn your own wages you can then pay for your other goals and interests as you develop self-sufficiency.

If you cannot find answers to your questions in this booklet, please contact your counselor or a member of your team in your local IVRS office. Phone numbers and addresses for the IVRS offices are located at the end of this booklet (Page 28).

Who Should Apply?

- Do you have a disability?
- Do you want to work?
- Are you having trouble getting or keeping a job because of your disability?
- Do you believe that vocational rehabilitation services, such as job placement, training or other job preparation services would help you obtain or retain a job?
- Are you willing to make changes in your life that will improve your chances of getting or keeping a job?

If you answered “yes” to all of these questions, you may be eligible for IVRS services. To learn more contact your local IVRS office listed on page 28 at the end of this booklet.

How to Apply

To request services from your local IVRS office:

1. Contact the IVRS office closest to your home and request an application and/or an appointment with an IVRS staff person.
2. Complete an application that is either mailed to you or given to you at an appointment and submit it to the local IVRS office as soon as possible.
3. Ask any question you have regarding IVRS, your disability, and how to find/keep a job with an IVRS staff person.
4. Review the Orientation power point located on the IVRS website found at the following website: <http://www.ivrs.iowa.gov/clients/clients.html>.
5. Participate in your first appointment and bring any of your medical documents that you have with you.

After you request services and provide basic information to IVRS, you will be given an appointment for an interview to discuss your disability. This will begin the assessment process during which IVRS staff will not only learn about your disability but also learn how you perceive your disability and employment needs.

Notes: _____

ASSESSMENT PROCESS

The purpose of the assessment process is to provide you and your team with an opportunity to discuss your disability and learn more about the challenges your disability creates for you on your ability to work. Through that discussion it will become clear the type of services you may need to assist you in becoming employed. The assessment process begins with the intake you completed at your first appointment and continues with a determination of your eligibility for services (Eligibility). After you have been determined eligible, your counselor will then determine your placement on the waiting list (Level of Significance of Disability) and assign a priority rating to you based on the severity of your disability. Through this process the counselor then identifies services that you require for employment, and then assists you in making an informed choice about a job goal.

You and your team will obtain and review medical and other information to identify and assess how your disability affects your ability to work. This information will help IVRS identify the services you need to obtain or retain a job.

Assessment includes:

- Interviews between you and your team to discuss your disability and employment goals;
- information from medical sources to determine your eligibility for services;
- physical or psychological examinations, in the absence of existing or current records, to provide information for your eligibility for services;
- the seriousness of your disability as it relates to the functional capacity areas of employment (mobility, work tolerance, work skills, interpersonal skills, self-direction, communication, and self-care.)
- information on what services you require in order to be employed based upon the impact of your disability as it relates to employment.

Comprehensive Vocational Assessment (CVA) – You and your team will review your current information, make arrangements for more recent testing if necessary, provide opportunities to explore occupational demands, and consider real work experiences in order to select an employment goal that is compatible with your disability (given reasonable accommodations if applicable.) Integral to the CVA is a review of the vocational rehabilitation needs you have and a discussion on the nature and scope of services that must be planned for you to reach your goal. CVA may include:

- formalized testing to discover your aptitudes, capabilities, interests, preferences, unique strengths and resources;
- informal testing so you can discover the job demands and expectations of various occupations;
- planning for services that IVRS and other partners will provide to help you achieve your goals;

- job shadowing and community based assessment so you can discover how your abilities and disability create a good fit for a job goal;
- career exploration of options identified so that a goal can be selected.

Your Responsibilities in the Assessment Process:

- Bring relevant information to your first meeting with your counselor, including documents you have about your disability.
- Bring recent records or benefit letters such as those from Social Security Administration or your “Ticket” from the federal “Ticket to Work Program” as individuals who are receiving social security benefits are automatically determined eligible and are placed on the second waiting list.
- Bring a list of names, addresses, and telephone numbers of doctors, professionals, and organizations you have consulted regarding your disability.
- Learn and understand the rehabilitation process, and ask questions when you do not understand something.
- Keep your appointments and arrive on time – calling in advance to change your appointment if you are unable to make it.
- Follow through and complete your part on any actions upon which you and your counselor agree.
- Actively participate – the process moves more quickly if you stay actively involved and keep your rehabilitation team informed of your progress.
- Pack a lunch if your assessment extends over the lunch hour or speak to your rehabilitation team if you do not have the resources for a lunch.
- Arrange for reliable transportation so you can keep all appointments or speak to your rehabilitation team if you need assistance with this, (city transit is often available to IVRS job candidates.)
- Voice your opinion – this is your life and IVRS must know and understand what you think about the assessment process, what you have learned, and what you still need to learn about yourself, the business community, and job demands.

IVRS’ Team Responsibilities:

- Arrange and pay for costs of the assessment.
- Inform you of the results of your assessment.
- Provide information about the assessment so you are prepared for the experience.
- Listen to your expressed interests, needs, and together come to an understanding that will help you reach your job goal.
- Refer you to appropriate agencies and services for supports and resources that are not available through IVRS.
- Check with you to make sure you understand the material given to you.
- Summarize information on what the two of you agree to at the end of each meeting.

- Follow through on the things that you agreed on.

Notes:

ELIGIBILITY

Eligibility is one part of the assessment process that begins during the intake interview. Once all the information about your disability is received by IVRS, your counselor will notify you of your eligibility decisions within 60 days of receiving your completed application demonstrated by both you and the IVRS Representative signing the Rights and Responsibility. If information about your disability is delayed, you and your counselor will discuss and agree on a specific extension date to determine your eligibility. If you do not agree to an extension, then the counselor must make a determination of eligibility with the information that has been obtained and that may result in a negative decision of eligibility if insufficient information is on hand.

Eligibility for IVRS services is based on the following factors:

- You have a physical or mental impairment;
- Your impairment constitutes or results in a significant impediment to employment for you; and
- You require services and can benefit from vocational rehabilitation services to prepare you to obtain, retain, or regain employment.

If you are receiving benefits through the Social Security Administration due to a disability, or if you have a valid “Ticket to Work” you are presumed eligible for IVRS services. Please make sure you let VR staff know as soon as possible if you are receiving Social Security benefits as this will facilitate the eligibility decision process.

If your disability is so severe that you might not benefit from IVRS services, you can be provided an opportunity to demonstrate your ability to benefit from IVRS services by working in a realistic work setting (a trial work experience). If needed, you may receive IVRS services during the trial work experience if they are necessary to help you be successful in your realistic work setting.

Waiting List

Placement on the waiting list for services is dependent upon how significant your disability affects you (Level of Significance of Disability Rating (LSOD).) The waiting list is necessary when IVRS does not have enough money or capacity to serve all applicants who are found to be eligible for IVRS. Your placement on the waiting list is determined by the Level of Significance and your application date.

After you are found eligible for services, you will be assigned a Level of Significance of Disability rating that will be used to determine your placement on the waiting list (priority category). Giving all applicants the LSOD rating prioritizes them and provides a fair method to serve all applicants in the correct order required by law.

All those with the “most significantly disabled” rating category are served first. Everyone in the “significantly disabled” rating category is served next, and persons in the “others eligible” rating category are served last. Within each category, IVRS serves job candidates according to the date of their application. Listed on the next page are the functional areas looked at to determine the LSOD.

In order to better understand your vocational needs, please review the following areas and check those areas that create difficulty for you in obtaining or maintaining employment.

1. MOBILITY

- ☐ Walking ☐ Kneeling ☐ Twisting ☐ Climbing ☐ Crouching ☐ Stooping
☐ Balancing ☐ Crawling ☐ Travel
☐ Other _____

2. SELF CARE

- ☐ Eating ☐ Child Care ☐ Medication Management ☐ Hygiene
☐ Housekeeping ☐ Money Management ☐ Laundry ☐ Toileting
☐ Shopping ☐ Cooking ☐ Dressing ☐ Using the Telephone
☐ Grooming ☐ Independent Living ☐ Self-injurious behavior
☐ Repeat Hospitalization
☐ Other _____

3. SELF DIRECTION

- ☐ Dependability ☐ Judgment ☐ Planning Activities ☐ Following Routine
☐ Frequent Changes ☐ Initiating Activities ☐ Making Decisions
☐ Being Punctual ☐ Being Organized
☐ Other _____

4. WORK SKILLS

- ☐ Memory ☐ Attention Span ☐ Comprehension ☐ Learning
☐ Learning Speed ☐ Quantitative Skills ☐ Motor Coordination
☐ Manual Dexterity ☐ Eye/hand Coordination ☐ Manipulates Objects
☐ Spatial/Time Management ☐ Other _____

5. WORK TOLERANCE

- ☐ Stamina ☐ Strength ☐ Temperature Change ☐ Cold/Heat
☐ Hazards ☐ Noise/Vibrations ☐ Fumes/Dust ☐ Work Speed
☐ High Places ☐ Wet/Humid Environment ☐ Sitting ☐ Reaching
☐ Chemical Sensitivity ☐ Psychological Factors ☐ Stress ☐ Standing
☐ Absenteeism ☐ Lifting (lbs., specifics) _____
☐ Other _____

6. INTERPERSONAL SKILLS

- ☐ Cooperation ☐ Getting along with others ☐ Controlling Emotions
☐ Tact/Diplomacy ☐ Understanding Social Cues ☐ Accepting Supervision
☐ Social Withdrawal
☐ Other _____

7. COMMUNICATION

- ☐ Speaking ☐ Reading ☐ Hearing ☐ Writing ☐ Interviewing
☐ Other _____

IVRS is funded by both the Federal government and the State government. Factors that affect the implementation of the waiting list include not only funding but also hiring freezes. As soon as funds and IVRS capacity are available you will be notified, then served in the order of the date you submitted your application if you are in a category being served.

Information and Referral Services

If you are on the waiting list, IVRS will provide you with information and referral to other community services. If you are thinking about self-employment, you may request to sit in on the self-employment Orientation and Information session where you will be given information on entrepreneurship. This is not a training, but does provide you with information on self employment. The information and referrals provided to you by IVRS may help you make decisions about your employment goals until you receive IVRS services. Information and referral are the only services allowed to individuals on the waiting list as required by law.

Notes:

INDIVIDUALIZED PLAN FOR EMPLOYMENT

If you have applied for services, completed the assessment process, are found eligible for services, and are placed in a priority category being served, the next step will be to develop your Individualized Plan for Employment (IPE) with your counselor within 120 days. Your IPE is your written plan listing your job goal and the services you will receive in order to obtain and maintain employment. The services that can be included on the plan are only services that are required by the employment goal. While there might be many things you would like to have included, (these are wants), the only services provided are those that are required by the job goal (these are needs.) Your rehabilitation team will provide information to you throughout the IPE process so you can make meaningful choices about your plan. You, your counselor and Rehabilitation Team will discuss your unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice as you develop the plan. The information from the assessment phase is carried on through the development of the IPE so that the plan addresses all that is necessary for you to be employed.

You are the lead partner in developing your plan. You and your team will discuss your employment needs, but only you and your counselor will actually approve your plan. Only a qualified rehabilitation counselor, or Rehabilitation Supervisor, is able to approve a plan and commit agency resources toward it. Together you will discuss and determine your employment goals, services and supports needed to obtain a job. You will also have, within IVRS regulations, the opportunity to select specific services, providers, and settings you need to reach your goals. You and your Rehabilitation Team will discuss methods and resources you can use to obtain the needed services and your counselor will let you know what IVRS will commit to as well.

As part of the decision-making process your counselor will help you understand what IVRS will financially support, at what level, and what will be your responsibility. This is done through an analysis of your financial participation based upon your projected income for the year or your financial aid award letter, depending upon the service. If you and your counselor agree a specific item is necessary for the achievement of your goal, but you desire the more expensive item but it is not necessary, IVRS will only pay for the cost of the item that is necessary. If you continue to desire the item at a higher cost, you would pay the difference. Because IVRS strives to be good stewards and responsible to tax payers, IVRS assists with the basic features that resolve the need. If you desire more features, but they are not necessary for the need, you would then be responsible for the difference.

It is important to recognize that you should not personally commit to any financial obligations with the expectation that IVRS will pay until you have discussed those obligations with your IVRS team and received an authorization approval.

This process allows you to make an informed decision by trying out job options (job shadowing), researching the labor market and job demands (career exploration), reviewing your disability and resources, and discovering changes that need to be made to

be successful in employment. Once you have the information and understanding you can then make an occupational choice, and choose services, that are compatible with your disability.

You have options for developing your IPE that must be approved by the IVRS rehabilitation counselor assigned to your case, including:

- Receiving assistance from your IVRS counselor;
- Receiving assistance from outside resources;
- Developing your own IPE.

IVRS funding for services are not retroactive and must be planned for in the IPE before the services or products are purchased. Funding levels for services is dependent upon availability of funds.

IPE Development – Your IPE will include at least the following components:

- Description of your employment goal;
- Timeline to achieve your employment goal;
- Description of services and service providers you will need;
- Timeline to begin services;
- Description of the methods used to get services;
- Description of the criteria that will be used to evaluate your progress;
- Responsibilities of your counselor, you and others involved with your IPE;
- Outline of job candidate participation in paying for part of the plan, if applicable;
- Identification of comparable benefits you may apply for and secure;
- Rights to mediation or appeal; and
- Contact information for the Client Assistance Program.

Your responsibilities in carrying out the IPE:

- Obtain advance approval for services, products or supports with which you want IVRS assistance;
- Manage your disability and seek out assistance when necessary;
- Inform your counselor of your progress in carrying out the IPE;
- Obtain assistance when your IPE must be delayed or interrupted;
- Pay your portion of the service as detailed by the financial participation analysis;
- Understand that funding for the employment plan is dependent upon availability of funds and may request to change your plan.

Your counselor will:

- Explain the IPE components and IVRS guidelines;
- Explain whether you need to pay a portion of your services (financial participation) and explain your need to use services available from other sources (comparable benefits) and other related information.
- Help you complete the IVRS forms;
- Explain the Ticket to Work (TTW) program;
- Review your completed IPE to ensure your goals and necessary services meet the IVRS guidelines;
- Insure the services listed in the IPE are required by the employment goal;
- Inform you of changes in IVRS funding supports.
- Amend the plan when necessary and agreed to.

Notes:

EMPLOYMENT SERVICES

Your IPE must be completed and signed by you, and then approved in writing by your counselor or Rehabilitation Supervisor before you can begin receiving services. Some services are according to a fee structure that is modified dependent upon availability of funds. Job candidates of services receive those services that are necessary and required by the IPE. Not all available services are needed by all job candidates. The list of services from which a counselor and job candidate select includes:

- Counseling and guidance
- Information and referral
- Job search and placement
- Vocational and other training services
- Evaluation and treatment of physical and mental impairments
- On-The-Job Training (OJT)
- Personal assistance services (in support of other services)
- Interpreter services
- Occupational licenses, tools, equipment
- Self employment feasibility
- Self employment assistance
- Rehabilitation technology
- Supported employment services/Customized employment services
- Transportation and maintenance (in support of other services)

Counseling and guidance is a service inherent in every plan. Counseling and guidance includes helping you figure out what job goal would be compatible with your disability, with or without an accommodation. It also includes discussions on actions that are necessary to get a job, keep a job, professionalism, how to handle conflicts in the work place, etc. Sometimes a person requires training services to adjust to their disability or adjust to working again after having been absent from the work force. It might also require training to develop job specific skills or someone coaching you on the job. Regardless of the services provided, all of them must be required by the job goal and result in employment in order for your counselor to approve including them in your plan.

Notes:

RESPONSIBILITIES

Job candidate: Throughout the rehabilitation process, you and your counselor have responsibilities. Your responsibilities include maintaining ongoing contact with your counselor related to your services along with the following actions:

- Talk with your counselor if you are having a problem that affects your plan;
- Discuss any changes that might be needed in your plan;
- Apply for and secure available comparable services and benefits (such as financial aid, grants, or services through other agencies);
- Participate financially in your plan, if applicable;
- Provide regular progress updates, grades, job obtained, wage earned, hours worked, etc;
- Fully participate in your job search and placement activities;
- Obtain prior approval from your counselor for any service, product or support to be added to your IPE before purchasing any good and service you think is related to your plan;
- Request an exception if you feel you have disability related reasons that should be considered when policy is not conducive to your obtaining your job goal;
- Reach an agreement with your counselor and sign a written IPE amendment if making a change to your IPE;
- Select a job goal that is compatible to your disability, with or without a reasonable accommodation;
- Seek out Client Assistance Program (CAP) assistance, supervisory review, mediation or appeal when you disagree with a decision and you are unable to resolve it with your counselor or rehabilitation team;
- Request mediation or an appeal within 90 days of a decision with which you disagree;
- Work with the hearing officer or mediator to arrange the mediation or appeal;
- Manage your disability to minimize any delays or interruptions in your plan;
- Maintain contact with your counselor and keep your rehabilitation team informed of your progress, including any changes in contact or address/phone number information.

Counselor and Team Responsibilities: It is your Team's responsibility to:

- Provide counseling and guidance;
- Keep information confidential, except where the law requires the counselor to share the information (such as a court ordered subpoena);
- Inform you of resources available to you and give you specific referrals as appropriate;

- Provide information regarding your rights and remedies, including your right to request mediation or appeal, or file a discrimination complaint;
- Provide information about the Client Assistance Program (CAP) and how to contact CAP;
- Assist in the coordination of services needed for your plan;
- Review your progress periodically and complete an annual review to continue service delivery without delay;
- Identify actions that are not compatible with achieving your goal;
- Report any aggressive behavior demonstrated that places others at risk;
- Reach an agreement with you and provide a written amendment for your signature if there are substantive changes in your plan;
- Close your case if you are no longer residing in the State of Iowa and no longer receiving services;
- Keep you fully informed throughout the process, including the opportunity for a full consultation when your case file (also called case record) is closed.

CASE CLOSURE

Your record of services (case file) may be closed for a variety of reasons. The best reason, of course, is that you have achieved your employment goal and have been satisfied with the job for 90 days. At that time, your record of services will be successfully closed.

Other reasons for closing your record of services include:

- You are determined to be ineligible for services.
- You are not available to complete a needed assessment to determine your eligibility or priority for services.
- You cease contact with the IVRS and your counselor or rehabilitation team cannot locate you.
- You decline to accept, participate in, or use IVRS services.
- You act in a threatening manner or voice threats to an independent hearing officer, an IVRS employee, or other state employee where IVRS is co-located.
- You engage in any criminal activity, including fraud, related to applying for or receiving vocational rehabilitation services.

If you are unable to progress or make reasonable progress your IVRS Counselor will meet with you to determine next steps or if services are currently appropriate. You may re-apply once conditions change that allows your active involvement again. If you decide to no longer communicate with your rehabilitation team, IVRS will assume you no longer desire services.

You may request an Administrative Review of your case if you are unable to achieve consensus on a decision made by your counselor or the Rehabilitation Supervisor. You

may also request mediation and/or appeal of your case. IVRS reserves the right to accept or reject a request for mediation just as you may reject the request by IVRS to mediation. You have the right to appeal or request mediation on any IVRS action you disagree with, including an IVRS action to close your record of service. Such request does not interrupt the case closure, but should the hearing officer overturn IVRS' decision to close the case, your case will be reinstated at the point prior to closure. You may request an exception to any policy, except those policies dictated by law as IVRS cannot violate the federal regulations.

Notes:

CLIENT ASSISTANCE PROGRAM

If you encounter problems with your services provided by IVRS, you may request assistance from the Client Assistance Program at no charge to you. This is a free service established by the Rehabilitation Act as amended and it is administered outside of IVRS. You are encouraged to try to resolve the problem first with your counselor or supervisor. However, you may seek out assistance from the CAP representative whenever you believe it is necessary. You will be provided a brochure on the CAP during your intake. You may request another brochure at any time. You may contact CAP at any point from the time you apply for services until after you stop receiving services. It is always your right to ask a family member, representative, or CAP advocate to meet with you with the IVRS staff. CAP advocates are independent advocates and not IVRS employees so you will be asked to sign a release of information form in order for information to be shared with them.

If you cannot achieve resolution of your concerns at the local level, CAP may help you request, prepare for, and or represent you at a mediation meeting, Administrative Review or a fair hearing.

Client Assistance Program (CAP)

Phone: 800-652-4298

Fax: 515-242-6119

Email: disabilities@dhr.state.ia.us

Notes: _____

ADMINISTRATIVE REVIEW AND MEDIATION

When your concerns are not resolved through your counselor or the Rehabilitation Supervisor at the local level, you can request an Administrative Review by Rehabilitation Services Bureau Chief. Again, CAP can assist you with this request.

Mediation is another option for resolving disputes with the IVRS. Mediation is a voluntary, confidential, and problem-solving process, assisted by qualified, impartial mediators from outside IVRS. It must be agreed to by both parties.

The goals of mediation are to fully describe both sides of the conflict, explore options for resolving the problem, and reach mutually satisfying solutions. This service is free to applicants, eligible individuals, and job candidates of IVRS services. You are welcome to bring a representative for support during the mediation.

For information on requesting mediation, please contact your counselor, a member of your Rehabilitation Team, the Rehabilitation Supervisor, or the Chief of Rehabilitation Services.

FAIR HEARING

If you are dissatisfied with any action of IVRS related to your application or to the services you are receiving, you can request a “fair hearing” within 90 days after the IVRS decision or action. This is your opportunity to present your reasons to a fair and impartial third party why you believe the decision is incorrect; what policy or regulation you believe IVRS is not following because of the decision; and what remedy you are requesting. A hearing must be scheduled within 60 days of IVRS receiving notification that a hearing is requested, unless you and IVRS come to resolution independent of a hearing. Timeframes may be extended upon mutual agreement.

You might find it in your best interest to seek out an Administrative Review prior to requesting a “fair hearing” since many disputes are resolved informally and more quickly through this process. If you by-pass the Administrative Review and seek out a hearing instead, IVRS will be obligated to the decision of the hearing officer. The decision of the hearing officer is final and is based on the provisions of agency policy, the approved State Plan and the Act.

If the hearing officer agrees with the decision made by IVRS, the only other recourse for the job candidate at that point is to follow the Iowa Administrative Procedures Act and seek judicial review through District Court. All costs associated with this are at the expense of the job candidate, unless otherwise directed by the judge of the District Court.

APPEAL REQUEST

TO: David Mitchell, Administrator
Iowa Vocational Rehabilitation Services
510 East 12th Street
Des Moines, Iowa 50319

I wish to appeal the decision listed below.

Check one:

- ☐ I wish to have a supervisor review this decision
☐ I wish to have an administrator review this decision
☐ I wish to request mediation of this decision
☐ I wish to request an impartial hearing

The decision I disagree with is:

I request the following decision:

Date Job candidate Signature _____

Parent/Guardian (if needed) Date _____

Address: _____

Phone: (Day) _____
(Evening) _____

283-1312
(Rev. 10/12)

Notes:

CONFIDENTIALITY

IVRS is committed to keeping any information you provide confidential. The Health Insurance Portability and Accountability Act guarantee you certain rights:

- Right to privacy:

Only information about you that is relevant and necessary to carry out the purpose of the IVRS program is collected. The information will be used only in processing your program of services, including resolving job candidate complaints or appeals. Some personal information may be shared with the Social Security Administration in order to verify that you are eligible for services. There is safe data that may be shared with partners involved in your plan.

- Right to access:

You may request access to any of your records that are maintained by IVRS. IVRS shall promptly let you or your chosen representative, when applicable, inspect or shall provide you copies of any document or item of information in our case record for a fee. You will be informed of the rate of the fee before copies are made so you can determine if you desire to pay for the copies or simply inspect the record. IVRS may waive the cost of file copies if the cost is less than \$5.00.

- Right to request an amendment to your case service record:

You can seek correction of any misinformation in your record by making a request to your counselor. The request should be in writing and as specific as possible. If the Rehabilitation Supervisor does not agree with your amendment to the record, you may request an Administrative Review, mediation, or fair hearing. If the results of the review, mediation, or hearing do not agree with your amendment to your record, you may submit a written statement of reasonable length with your views of the disputed information. This statement will be placed in your records.

Notes:

STATEMENT OF UNDERSTANDING

I voluntarily agree to participate in the publicity efforts of the Iowa Vocational Rehabilitation Services.

I understand that this may identify me as a job candidate of IVRS and may indicate the services I have received. I grant IVRS permission to take and use photographs or information about myself for media production associated with public presentations, written publications, public service announcements, and similar efforts.

I understand the information being released will contain (check all those areas for which approval is granted):

- ☐ Identify my disability
- ☐ Identify my barriers to employment
- ☐ Identify the job I obtained and the wages I earn
- ☐ Identify how my counselor assisted me in my goal
- ☐ Other: _____

I understand that the photographs and other materials will be used without compensation and will become the property of IVRS. I understand that I may ask at anytime that my picture and information not be used in any newly created material.

(Signed)

(Job candidate)

(Parent/Guardian/Representative)

(Printed)

(Job candidate)

(Address)

(Phone Number) (County)

(E-Mail Address)

(Date)

(Printed)

IVRS Representative

(Date)

STATEMENT OF UNDERSTANDING – page 2

Please use the following questions to take notes while discussing with the job candidate prior to closure and then summarize in one or two paragraphs below.

BACKGROUND INFORMATION ABOUT THE JOB CANDIDATE

CHALLENGES AND LIMITATIONS POSED BY THE DISABILITY FOR THE JOB CANDIDATE

IVRS SERVICES PROVIDED TO ASSIST THE JOB CANDIDATE IN ACHIEVING HIS/HER VOCATIONAL GOALS

COUNSELOR'S INVOLVEMENT WITH THE JOB CANDIDATE TO ASSIST WITH OBTAINING COMMUNITY EMPLOYMENT

ACTIONS OF COUNSELOR TO ASSIST EMPLOYER SO THE JOB CANDIDATE COULD BE PRODUCTIVE

EMPLOYER COMMENTS

JOB CANDIDATE OBTAINED

SENATOR'S AND/OR REPRESENTATIVE'S NAME AND DISTRICT

SUCCESS STORY SUMMARY:

DISCLOSURE

IVRS, generally, cannot release job candidate information without receiving authorization from you, the job candidate. A job candidate must sign an appropriate release form before the IVRS can release information to anyone, including information to a family member, unless there is a court order or a law that requires us to disclose. IVRS may re-release information that has been provided by the Social Security Administration and medical professionals with your written consent. These are your records, and you may release them if they are in your possession. All persons allowed access to your records are prohibited from re-disclosing information about you to anyone else without your specific, informed and written consent.

DISCRIMINATION

It is the IVRS policy to serve all qualified individuals with a disability without discrimination based on their protected status, including, physical or mental disability, age, sex, color, ethnic group, race, national origin, ancestry, religion, medical condition, sexual orientation, or marital status.

Sometimes IVRS regulations or policy may not let your counselor approve a service you requested and your request will be changed or denied. This type of decision is a disagreement, but is not discrimination. However, a disagreement or decision could be discrimination if the reason your counselor disagrees with you or denies your request is because of your race, your age, your disability or another protected status noted above.

You have a right to have disagreements with your Rehabilitation Team settled by someone other than your counselor. You have a right to call an advocate in CAP to help you settle the disagreement. You also have the right to ask for an Administrative Review, mediation, and/or fair hearing to settle the disagreement (see Page 19). These processes can settle most disagreements.

If you have information that the disagreement was because of your race, your age, your disability, or another protected status, you have a right to file a discrimination complaint to settle the problem, within 90 days from the date of the discriminatory action. You may request Administrative Review by contacting:

Kenda Jochimsen, Chief
Rehabilitation Services Bureau
Iowa Vocational Rehabilitation Services
510 East 12th Street
Des Moines, Iowa 50319
(515) 281-4154

If you want to bypass the process afforded you through IVRS you may also file a discrimination complaint with the Office of Civil Rights (OCR). When you contact the OCR you will need to provide information to them supporting your belief that the

disagreement or denial is based on discrimination rather than on the IVRS policies or regulations. OCR will conduct an investigation if appropriate and let you know the outcome. Iowa is in Region VII for OCR and the contact information for the office is:

Office for Civil Rights, DHHS
601 East 12th Street - Room 248
Kansas City, MO 64106
(816) 426-7277; (816) 426-7065 (TDD)
(816) 426-3686 FAX

You may also contact the U.S. Department of Education, Office for Civil Rights, (USDOE OCR). They also will ask you to explain your disagreement or denial and provide information supporting why you think it is based on discrimination. USDOE OCR may investigate your complaint and work with IVRS to resolve the dispute as appropriate. You may contact them at:

US Department of Education
Office for Civil Rights
50 Beale Street, Ste. 7200
San Francisco, CA 94105
(415) 486-5555 Phone
(877) 521-2172 TTY

AREA OFFICE CONTACT INFORMATION

Charles Levine, Assistant Chief
510 East 12th Street
Des Moines, Iowa 50319
Phone: 515-281-4347

Kenda Jochimsen, Chief
510 East 12th Street
Des Moines, Iowa 50319
Phone: 515-281-4252

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|---|---|
| Burlington Area Office 1000 North Roosevelt, Suite #7 Burlington, Iowa 52601 Phone: 319-753-2231 Supervisor: Sue Frice | West Central Area Office 510 East 12 th Street Des Moines, Iowa 50319 Phone: 515-281-4211 Supervisor: Leslie McCarthy |
| Cedar Rapids Area Office 4403 1 st Avenue SE, Suite L-10 Cedar Rapids, Iowa 52402 Phone: 319-294-9308 Supervisor: Holly Mateer | Council Bluffs Area Office 300 W. Broadway, Suite 33 Council Bluffs, Iowa 51503 Phone: 712-328-3821 Supervisor: Sally Prange |
| Davenport Area Office 3827 W. Locust Street Davenport, Iowa 52804 Phone: 563-386-1200 Supervisor: Sue Frice | Fort Dodge Area Office Two Triton Circle Fort Dodge, Iowa 50501 Phone: 515-573-8175 Supervisor: Mary Augustus |
| Dubuque Area Office 820 Locust Street Dubuque, Iowa 52001 Phone: 563-588-4697 Supervisor: Jeanne Helling | Mason City Area Office 600 South Pierce Avenue Mason City, Iowa 50401 Phone: 641-422-1551 Supervisor: Steve Faulkner |
| Iowa City Area Office 1700 South 1 st Avenue, Suite 25-D Iowa City, Iowa 52240 Phone: 319-354-4766 Supervisor: Holly Mateer | North Central Area Office 1525 Airport Road, Suite 102 Ames, Iowa 50010 Phone: 515-233-5753 Supervisor: Denise Hubert |
| Ottumwa Area Office 15260 Truman Street, Suite 4 Ottumwa, Iowa 52501 Phone: 641-682-7569 Supervisor: Eric Evans | Sioux City Area Office 2508 East 4 th Street Sioux City, IA 51101 Phone: 712-255-8871 Supervisor: Mary Ott |
| Waterloo Area Office 3420 University Avenue, Suite D Waterloo, Iowa 50701 Phone: 319-234-0319 Supervisor: Mike Howell | |
| Independent Living Program, Statewide 510 E. 12 th Street Des Moines, IA 50319 Phone: 515-725-7825 Supervisor: Tomoko Yajima | Iowa Self Employment Program, Statewide Sioux City Area – Mary Ott (712) 255-8871 Central Area – Denise Hubert (515) 233-5753 Waterloo area – Mike Howell (319) 234-0319 |

SUMMARY

IVRS wants your experience to be rewarding and something that you remember as contributing to your professional growth. As a result of receiving services from IVRS you will not only obtain or retain your job, but it is our hope that together we will have learned more about ourselves along the way. When you ultimately obtain a job in your chosen field we hope you consider hiring other person's with disabilities if you are in the position of hiring; or at least mentor and befriend a co-worker who has a disability. Ultimately, it is our joint work that presents opportunities for learning, growth, and skill development and increases opportunities for persons with disabilities in employment.

If you are willing to share your story with other job candidates of IVRS, legislators, or the general public, please let your counselor or rehabilitation team know of your interest. We wish you continued success in your future endeavors.

Notes:

ACRONYMS:

CTP - Collaborative Transition Protocol

CRP – Community Rehabilitation Program

CSNA – Comprehensive Statewide Needs Assessment

FFY – Federal Fiscal Year

IVRS – Iowa Vocational Rehabilitation Services

MEPD – Medicaid for Employed Person with Disabilities

RSA - Rehabilitation Services Administration

SP – State Plan

SRC - State Rehabilitation Council

TAP – Transition Alliance Program

TTW - Ticket-To-Work

VR - Vocational Rehabilitation

WIA or **WF** - Workforce Investment Act, Workforce

IVRS statuses:

| | |
|-------|--|
| 00-0 | Referral |
| 02-0 | Applicant (initial interview and opening file) |
| 04-0 | Accepted for Services (eligibility), but does not meet waiting list categories being served. |
| 06-0 | Trial Work Experiences/Extended Evaluation) |
| 08-0 | Closed Before Acceptance (from Status 00-0, 02-0) |
| 10-__ | Accepted for Services (eligibility) |
| 12-0 | Plan Developed, awaiting start of services |
| 14-0 | Counseling and Guidance Only |
| 16-0 | Physical and Mental Restoration |
| 18-__ | Training |
| 20-0 | Ready for Employment |
| 22-0 | Employed |
| 24-0 | Service Interrupted |
| 26-0 | Closed Rehabilitated |
| 28-0 | Closed After Program Initiated (from Status 14-__ through 24-__) |
| 30-0 | Closed Before Program Initiated (from Status 10-0) |

- 32-0 Post-Employment Services (from Status 26-0 only)
- 33- _ Closed After Post-Employment Services (from Status 32)
- 38-0 Closed from Status 04

The reason statuses 10, 18 and 33 have extra lines are because they each have another sub-status or two within them.

